

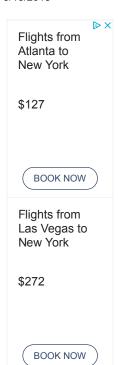
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## flighthub.com Reviews!

Tell the world your comments about flighthub.com





#### Rick Vincent

Phoenix, Arizona

The reviews don't match the scamadviser rating. Whether "flighthub" or "justfly," both leave the impression that they are scamadviser safe...But reviews from both domains are horrid. Check out reviews found on ripoffreport, flyertalk, wordpress, and even tripadvisor (the website that redirected our booking through justfly). The reviews on tripadvisor are the most plentiful and the most damning.

Like · Reply · 2y



#### Rick Vincent ·

Phoenix, Arizona

Don't just take my word for it. After reading my review you will also want to type "flighthub justfly scam" into your browser and research what comes up from scamadviser, wordpress, and ripoffreport. Not only will I avoid justfly.com (aka, flighthub.com), but I will never again purchase anything through (once-trusted)
TripAdvisor.com since it is their site that redirected our booking through justfly.

We invested 4-5 hours on the phone with various agents and a supervisor all in a simple attempt to upgrade the class of our seats. Of course, this would be very simple, and without fees, had we booked with the airline direct. Phone calls are not returned and we spent hours on hold trying to get simple answers. The agents are horribly inept, and constantly put us on hold to get help with questions they cannot answer. They say they are handling the calls out of Ontario Canada, but we are convinced that calls were being handled by third-world citizens with limited English-speaking skills. Their responses often don't even make sense, as if they don't understand the language. Every agent we spoke to, sounded just about the same. The agents will apologize profusely for their failings, but do nothing to resolve the problem. We were told a fee to upgrade the class of our seats would be \$450 (\$300 for airline and \$150 for justfly), until we got Al Italia on the line in a conference call. Then the agent changed his tune, as if he had been caught, and announced the cost would only be \$150. The next day, a new agent on the phone, and the price was back to \$450, even though the airline claims they do not charge an extra fee. Obviously this is just a scam to try and take an extra \$300/ticket while blaming the airline. We called the airline again and spoke to another reservation agent who insisted that there is no additional fee charged by the airline beyond the cost of the upgrade.

This has been the most horrific travel booking experience in my lifetime and I'm still in fear of what else could go wrong before our travel date. Watch out for justfly, flighthub and any other aliases that share the following phone number (800-717-5015). I would also caution users against using tripadvisor.com. Your tripadvisor booking could get redirected through this scam travel agency.

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Feedback



Trinity College

It's a scam.

On August 5, 2014 I had the following experience with Flight hub:

Their website advertised Vancouver to Raleigh for \$880 for two. So I followed directions. At one point they asked if I wanted trip cancellation. There was no indication it cost anything, so I said yes. Then went through the required information, and the invoice came--for over \$1,000! So I called not five minutes after to cancel, as it was \$120 more than I had agreed to pay. They told me they would refund the airfare, but I owed them \$40 for the trip cancellation. After two weeks they did the refund, but I lost the \$40. Ironically, had I not asked for the trip cancellation by mistake, I might have lost a lot more.

I have never experienced anything like this before, and now know to stick with my travel agent. Flight Hub is a disgrace to the industry and has put me off ever booking on line again.

B.M./Vancouver, BC Canada.

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#### Clare

They are Scam Artists of the highest magnitude. They use people who appear to have poor English skills, keep you on th phone for over an hour to procees a cancellation and then tell you in broken English that it it going ot cost \$450! I asked her why she forgot to tell me that at the begining of the conversation, and suddenly her English improved dramatically and she was heard to laugh!

At the begionning of the conversation she told me to cancel would cost \$75. She muted me at leat 10x in the conversation and was obviously dealing with other customers and making me wait. She was rude and in the end I asked her to restore the flight which actually just took one click of a mouse and less than 5 seconds! They need investigating and shut down!

Like · Reply ·



#### **Rick Vincent**

Phoenix, Arizona

Your experience is almost a carbon copy of mine. \$450...broken English...poor English skills...on the phone for over an hour. Guess this is why they created justfly as another company alias. Scumbags just need to make a new domain name everytime they are exposed.

Like · Reply · 2y



### NightFury Here

I booked several times on FlightHub, never had problems. And by the way, try to find cheaper prices most of times you will have no success.

1 · 5y Like · Reply ·



# Rick Vincent

Phoenix, Arizona

You must like working for them Alena. Its no secret that the only positive reviews come from the staff and/or owners of flighthub/justfly. Scam scum.

Unlike · Reply · 1 · 2y



## Tescha De la Mer

Works at Lyft

Rick Vincent: Yes, I suspect she works for them. That company ripped me off of US\$360 cancellation fees for a flight costing US \$ 108 from NYC to Las Vegas. With no visible online cancellation fees policy posted at their sites,

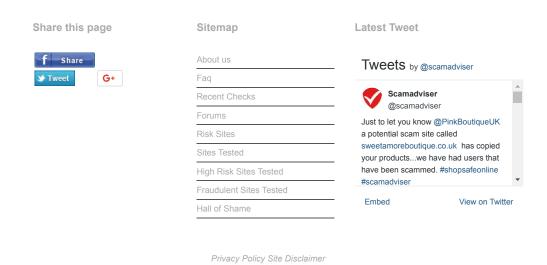
Feedback

customers are tricked into using the service and a huge charge on one's credit appears after that. The agents barely spoke any standard English and were very rude. What is the best way to stop these fraudsters from ripping people off like that?

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